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COMPANY: NATIONAL FUEL GAS DISTRIBUTION CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 04/01/98 SUPERSEDING REVISION:
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GENERAL INFORMATION (Cont*d)

II. 1. CONTINUED

A "late payment" is any payment made more than 20 calendar days after the date payment was due. Payment is due whenever specified by the Company on its bill, provided such date does not occur before personal service of the bill or three calendar days after the mailing of the bill.

"Tampered equipment" is any service related equipment that has been subjected either to unauthorized interference so as to reduce the accuracy or eliminate the measurement of gas service, or to unauthorized connection occurring after a Company has physically disconnected service.

"Arrears" for non-residential customers means charges for which payment has not been made more than 20 calendar days after payment was due.

The term "premises" means any building or buildings where natural gas burning equipment is located.

A "backbill" is that portion of any bill, other than a levelized bill, which represents charges not previously billed for service that was actually delivered to a non-residential customer during a period preceding the current billing cycle. A bill based on an actual reading rendered after one or more bills based on estimated or customer readings which exceeds by 50 percent or more the bill that would have been rendered under the Company's standard estimation program is presumed to be a backbill.

"Aggregation" is the grouping together of customers for the purpose of obtaining gas supplies from non-utility commodity suppliers.

"Balancing" is the Company's managing of a natural gas supplies to enable the customer or customer's agent to match the customer's daily usage requirements to the customer's Daily Delivered Quantities.

"Burner Tip" refers to consumption at end-use customer's billing meter.

The "City Gate" is the interconnection point between the interstate pipeline and the Company.

Issued by P.C. Ackerman, President, 10 Lafayette Square, Buffalo NY 14203
(Name of Officer, Title, Address)